

SPA3 QIC Meeting
Wednesday, August 17, 2011

ANNOUNCEMENT:

Claudia Reyes will be stepping down as Chair. Dr. Gregg Tchakmakjian will be new Chair and Dr. Rocio Gonzalez will be his backup.

- I. Welcome and Introductions
- II. Review of Minutes for June. SPA QIC was dark in July

ATTENDEES

| | | | |
|--------------------|--------------------|---------------------|---------------------|
| Misty Aronoff | Linh Hoa | M. Pavada-Ward | Stephanie Sullivan |
| Rachel Balbas-Go | Kathleen Kim | Linda Pry | M. Taylor-Stark |
| Julie Barron | Michelle Hernandez | Lorna Pham | Dr. G. Tchakmakjian |
| Suzanne Brodsky | Judy Law | Paula Randle | Nancy Uberto |
| Rebecca de Keyser | L. Lopez-Plunkett | Gloria Santos | Adri Vermilion |
| Beth Foster | Natalie Majors | Dustin Schiada | Claudia Williams |
| Patricia Gonzalez | Veronica McClendon | Stephanie Schneider | |
| Dr. Rocio Gonzalez | Elizabeth Owens | Leslie Shrager | |
| Michelle Hernandez | Melissa Pace | Julia Soler | |

QUALITY IMPROVEMENT

Melody Taylor Stark

Cultural Competency

- ✓ Working on forms threshold languages have been completed
- ✓ 8 forms translated into all thirteen languages
 - Consent
 - Photograph
 - Site services
 - Caregiver Affidavit
 - Access brochures
 - Change providers
 - Health directive form
 - Outpatient Review
- ✓ If anyone is efficient in any of the threshold languages please contact: Sandra Chang-Ptasinski in the Cultural Competency office.
- ✓ Meetings – Sept. 14th, contact info is the same

Healthy Way LA

- 1115 Waiver collaboration
- 19 -64 childless or non-custodial parents
- Tool kit link on main page of DMH Website (temporarily)
- Will send link to members

- Tool Kit has a list of providers; if you're looking for a place to refer, also contact information.
- For adults that have medical insurance; meant to be crisis intervention and short term grief (Tier 1 and Tier 2)
- Specific EBP to be used, effective July 1 (geared for 6 sessions)
- If you need more than the six sessions, send in a request. Will not be reimbursed after the sixth session.
- Tier 2 is the regular SMI population

Test Calls

- Have 6 but need 4 more
- Period between August 26th to September 10th. If anyone is willing please contact Claudia.
- Claudia will email again.
- Call Access center and make a Test call to them to see how services are accessed to the community.
- Any language
- Has to be after 5PM Monday thru Friday. Saturday and Sunday are considered afterhours.

Office of Medical Director Practice Communiqué

- Will scan and send out information to members

Parameters on Gift Behavior

- Purpose – DMH created parameters in order to ensure sensitivity, respect, and knowledge of the gift-giving customs and rituals of the clients served. Claudia will send out Gift Give Parameter or Link.
- QI forms have not been sent out yet. Claudia will send out information.

Updated Clinical Incident Notification

- Policy has been tweaked.
- Presented at the Providers Meeting
- Review page and discuss updates

QUALITY ASSURANCE

Melissa Pace

- Diane Guillory is stepping down as chair of Southern California Quality Improvement Coordinator effective August 25th. The new Chair will be Marty Drinan.

Audit Pre and Post Meetings

- ✓ Agencies should request Exit meetings with DMH following an audit for the purpose of reviewing the findings. This will reduce the element of surprise when

the report is completed. It is recommended agencies invite the DMH Liaison ahead of time when the Entrance interview will be conducted.

- ✓ Agencies that are not the lead, not as crucial. Send Dr. Gonzales an email.

Audits

- ✓ Auditor Controller Audits – Children’s Center of Antelope Valley – Aug. 2, 2011.
- ✓ Glendora is scheduled Aug. 22-26, 2011
- ✓ DMH is currently working on feedback to Auditor Controller.
- ✓ EPDST is coming – no official information on dates and agencies that will be selected for audits.

Medical Necessity – 3 Impairments for Criteria

1. Included/Approved Diagnosis - clinical interview
2. Impairment – result of diagnosis
3. Intervention – improvement client functioning and decrease impairment.

All 3 criteria must be documented in the Initial Assessment, Client Care Coordination Plan (CCCP) and Progress Notes.

Progress Notes –The State has expressed concerns using check boxes for documenting medical necessity because it reduces the individuality of the client’s symptoms.

Documentation Trainings

PowerPoint of the Initial Assessment and the CCCP training module has both been placed on line.

LACDMH website>>For Providers>>Quality Improvement Training>>
Documentation Training.

Non-Reimbursable Activities

- ✓ Transportation
- ✓ Clerical activities
- ✓ Missed appointments
- ✓ Supervision
- ✓ Personal care services performed by the client and conservator investigations

Refer to “Organizational Providers Manual” and “A Guide to Procedure Codes for Claiming Mental Health Services” for additional claiming information. Both are located within the LACDMH website within the ‘For Providers’ section.

Staff Taxonomy

Staff taxonomies should have been updated in July 2011 for all rendering providers.

Action for Providers:

Review IS280 Report for list below and submit corrections to CIOB immediately:

- ✓ Ensure staff are on correct taxonomy

- ✓ All license, registration, certificate, DEA information is correct
 - ✓ Only valid Tax is associated with the rendering providers
- Effective immediately, mass updates or changes employing Taxonomy Reports will not be accepted. Providers must complete the rendering provider application to make corrections.

In mid-July, staff taxonomy is related to the claim and used by Medi-Cal to decide upon the appropriate disposition of the claim.

Translation of Forms

DMH is working on translating all consent forms into all threshold languages. The English version of forms must be attached (or immediately follow the non-English version) to ensure cultural competency compliance.

Revised Forms

Refer to:

- ✓ Clinical Records Bulletin Edition 2011-05 dated June 22, 2011.
- ✓ Clinical Records Bulletin Edition 2011-07 dated August 3, 2011.

Changes to Psychiatrists Forms:

- ✓ Removed the checkboxes for EBP's – now just fill in the blanks

Consent for Services

- ✓ Reworded to fit legal language

Consent for Photographs/Audio Record

- ✓ Includes language for any situations which photographs/audio recording will be released.

Also included are updates to: Consent for Telemental Health Services, Caregiver's Authorization Affidavit, Advanced Health Care Directive, and Outpatient Medication Review.

Initial Assessment and EOB/UCC Assessment

Included prompts:

- ✓ Physical Disabilities
- ✓ Homicide and Suicide Ideation and access to lethal means
- ✓ Needs

Protocol Updated

Clients with Urgent Mental Health Service (MHS) Needs

Handling referrals of DCFS children in urgent need of MHS. Refer to Clinical Records Bulletin 2011-07 dated August 3, 2011.

- ✓ Form has been developed with the Children's System of Care and DCFS to coordinate services with DCFS and ensure DCFS is aware of the MHS services being provided.
- ✓ Form must be completed and sent to DCFS on a weekly basis

Urgent Need Definition – "situation involving children who have recently been subjected to abuse, chronic neglect, or other traumatic events, and who, because of these

experiences, have significant emotional and/or behavioral problems and must be addressed promptly for their safety and well-being.”

- ✓ Services should commence within 3 business days of a referral
- ✓ Make sure it is documented in the progress note why the child is in need.

Recovery Documentation Training

- ✓ Adult Training is full
- ✓ Other upcoming trainings will be for Children and Adolescents – tentatively scheduled for September 28, 2011. Look for announcements in early September.

Documentation Training

Jennifer Hallman indicates it will be bi-monthly switching from Adult to Child

Audits

No audits announced at this meeting.

Announcements:

ENKI has been requested to participate in a Loan Forgiveness Program (for staff who has collected student loans – working at a mental health agency)

Program Manager must contact Brian

Application Process is intensive – 2 recommendations; direct client contact; underserved population; manager or administration is disqualified.

Brian Coleman from Enki – (626) 227-7014
bcolemen@ehrs.com

Next Meeting: Wednesday, September 21, 2011
ENKI